

The Kentucky Commission on Community Volunteerism and Service

The Cabinet for Health and Family Services



The Heartline

T a k i n g t h e p u l s e
Covering volunteerism and service throughout the commonwealth

This Quarter: Letter from the Commission Chair (cover) - Note from Commission Director (cover) - Introduction to new Cabinet Secretary (cover) - Transporting participants without incident (pg. 3) - Resource Tips (pg. 4 & 5) - Make a Difference Day 2003 (pg. 6) - Promise Fellow News (pg. 7) - New CEO Takes 'The Pledge' (pg. 7) - Dates to Remember (back page)

January 2004

Letter from the chair

It seems all we need to do is pick up a Newspaper, turn on the TV or Radio and we hear about shortfalls in the State Budget and which program the axe may fall on. It seems we went through the same thing last summer with program funding. While none of us likes hearing more news like this we need to remind ourselves that volunteers and service to others is more important now than ever.

I certainly am looking forward to the Commissioner Retreat and Training in Western Kentucky January 22-24. Kudos to Eileen for allowing Kentucky the opportunity to take the lead in this valuable training and to see what some of the other States are doing. There is the potential for much good to come from this and I look forward to sharing the info with lots of folks in the near future.

Last but certainly not least I was very disappointed that we had to postpone the Governors Awards but in the end it may work out better. We are looking at a possible April event and what could be more appropriate, since that is Volunteer Month and the springtime is beautiful in the Commonwealth. Our Commission appreciates and salutes the cadre of volunteers and national service members in Kentucky.

Sincerely,
Pat Hargadon

A note from the director

Welcome to a new year. A new year. A new administration and a new excitement about Volunteerism and Service in Kentucky! While all of the above is new, volunteers throughout Kentucky continue helping one another as they always have. We look forward to showing our new administration how much good is accomplished through volunteerism and service. Our newsletter editor, Carrie Copeland Bryant welcomes articles about your organization. This newspaper goes to just under 7000 individuals/organizations across the Commonwealth. This is a good vehicle to highlight your organization. We do reserve the right to edit all articles for space and appropriateness. You can reach Carrie at Carrie.bryant@ky.gov or 800 239-7404.

Continued →

Some of the new changes are apparent. Our email addresses are thankfully shorter. Our Cabinet is now called the Cabinet for Health and Family Services. You will see in this issue a bio for our new Secretary, Dr. Holsinger. I'm sure you will hear more about him in the future. As we launch into 2004, we say thank you to all who have helped us in the past and we are ready to serve you in the future.

Eileen

New cabinet, new secretary

Dr. James Holsinger is the Secretary of the Cabinet for Health and Family Services. Dr. Holsinger is the former Chancellor of the University of Kentucky Chandler Medical Center and was appointed in 1990 by President Bush as Chief Medical Director for the Veterans Health Administration.

Dr. Holsinger was born on May 11, 1939 in Kansas City, Kansas. He graduated from Duke University Medical School in 1964 and completed a Ph.D. with a major in anatomy and a minor in physiology at Duke University in 1968. Dr. Holsinger has served in a variety of academic and administrative appointments including time at the University of Nebraska, University of Connecticut, University of Georgia, University of Virginia, and the University of Kentucky.

For 26 years, Dr. Holsinger served in the Department of Veterans Affairs, retiring on July 13, 1994. His career culminated on August 6, 1990 when the President of the United States appointed him as Chief Medical Director of the Veterans Health Administration. Dr. Holsinger is married to Dr. Barbara Craig Holsinger and they have four daughters, Anna, Ruth, Sarah, and Rachel, and five grandsons.



The opinions expressed in this book are not those of the author. -Arthur C. Clarke (1917-) on back side of Title page of his book, *Childhood's End*

"Getting Things Done in Kentucky"

Corporation for NATIONAL & COMMUNITY SERVICE



Throughout the newsletter are small bits for your enjoyment. Keep an eye out for them.



The happy dancing man is always accompanied by a "funny." Lighten your mood a little with a short joke.



This thinking man is followed by wise witty words from many sources. Allow him to engage your mind.



This is accompanied by a brain teaser. Go ahead, see if you can catch the solution.



This icon indicates that interesting statistics follow. It also begs the question: are all things number? From the philosophy of Pythagoras who said, "all things are number."

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Who we are

KCCVS COMMISSIONERS

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Marzelle Wurtsmith – Financial Officer

KCCVS mission

To promote all Kentuckians working together to meet actual community needs in a way that fosters personal, family and community pride and an enduring ethic of service.

Over heard one day...

I heard a better reflection on the weather this morning ... one that says we should celebrate the changes that we experience with the weather ... first being grateful that we woke up this morning and can experience and second being grateful that God sends these renewals to the earth ... to cool it down from the scorching summer sun and to nourish the earth so that spring will break forth in a few months!

Transporting Participants Without Incident

According to the National Association of Fleet Administrator, 20 percent of fleet drivers will be involved in a vehicle accident annually, at an astounding price tag of \$18 billion to U.S. employers. Certain types of accidents – such as when a van flips over – seem to occur with increasing frequency. These tragedies attract the media spotlight and should draw attention from nonprofit managers, as well. A serious accident involving a van that has flipped over occurs every other week.

With rare exception, all community-serving nonprofits are exposed to losses stemming from vehicle accidents. While some nonprofits rely solely on volunteers and staff driving their own vehicles, a large number of nonprofits own or periodically rent passenger-vans, mini-buses and trucks. Without a transportation program in which clients are transported to service sites or caregivers drive themselves to client locations, the missions of many social services agencies would be in jeopardy.

According to Dale Wheeler and Helene Browning of Zurich Risk Engineering, there are three keys to keeping nonprofit fleets – and the passengers they transport – safe:

- written fleet safety program;
- careful driver selection, training and supervision; and
- appropriate vehicle selection, inspection and maintenance.

Large Vehicles, Big Danger

Many nonprofits have acquired 15-passenger vans in their efforts to affordably transport large groups of campers, seniors, athletes and church members. In most states, the 15-passenger van is the largest vehicle that an individual with a regular state-issued driver's license may drive. Currently there are more than 500,000 15-passenger vans being used by nonprofits, private businesses and government agencies.

There are several characteristics of 15-passenger vans that make them dangerous:

- A loaded 15-passenger van has a 35 percent rollover risk, compared to a 10 percent rollover risk for a typical passenger van
- Large passenger vans can tip over while traveling at relatively modest speeds (e.g., 30 mph)
- 15-passenger vans do not handle as passenger cars do, yet they are generally driven by people without truck-driving experience
- The center of gravity on a 15-passenger van is high and towards the rear of the vehicle, heightening the risk of rollover when the van is fully loaded
- 15-passenger vans are basically modified cargo vans, they are not constructed to provide adequate protection for

Risk Management Strategies

Keep in mind that if you follow the suggested van modification tips listed below, you will no longer have a vehicle that holds an entire athletic team plus its cargo. And while a 15-passenger van may have been an inexpensive vehicle when purchased some years ago, that cost is probably overshadowed by the skyrocketing cost of insurance on these vehicles and the potential costs your nonprofit will face if one of your vans is involved in an accident. When considering all costs, purchasing two smaller vehicles – such as mini-vans or a small mini-bus – may become an affordable option.

If it is financially impractical or impossible to replace your 15-passenger vans at this time, consider the following steps:

- Consider removing the last row of seats in the van filling the space with a cage or other obstruction that makes it impossible to load cargo where the final row of seats was once located.
- Develop written guidelines concerning the loading of cargo in the van. These guidelines should prohibit the loading of cargo on top of the van (remove the luggage rack, if applicable) or in the rear of the van.
- Seat passengers in front of the rear axle. Limiting weight and placing it as far forward as possible lowers the van's center of gravity and reduces the risk of rollovers.
- Train van drivers to conduct pre-trip inspections of vans before every trip. These inspections should include a check of tire pressure (tire failure is a leading cause of van accidents – include a tire gauge in the pre-trip inspection kit), verification that all seatbelts are in working condition, a check of all safety equipment (e.g., mirrors, lights, horn).
- Prohibit van drivers from driving over 55 mph.
- Train drivers before letting them drive 15-passenger vans. This training should include a segment on the dangers of distracted driving, and how the driver should handle passenger disruptions.
- Consider installing an after-market addition for rear leaf springs that improves vehicle control, safety and stability. Roadmaster Active Suspension system is one such product designed to reduce the incidence of rollovers in 15-passenger vans. For information and a videotape, call Bud Clark, national marketing manager, 800-398-5036, or visit www.activesuspension.com.

Nonprofits that transport clients and caregivers should strive to integrate a wide range of safety measures in their transportation programs. Doing so is more than good PR for your agency; it improves the odds that your precious cargo will arrive safely and be there to receive or deliver services for many years to come.

-Nonprofit Risk Management Center e-news



The final delusion is the belief that one has lost all delusion. -Maurice Chapelain

Resource Tips

If your volunteers serve as mentors for children and youth, you already know the importance of establishing guidelines for volunteer selection, placement and mentor/mentee interactions. But are these guidelines captured in a clear and comprehensive set of written policies and procedures? If you're not sure, or if you think your project's policies and procedures could use some updating, check out NWREL's new downloadable resource for mentoring projects.

The **Generic Mentoring Program Policy and Procedure Manual**, produced by NWREL's National Mentoring Center, provides a standard set of mentoring policies and procedures, along with sample forms, that you can use to create, revise, or supplement your own manual. Electronic templates are included for topics faced by most established mentor programs. Included are guidelines and sample Policies and Procedures for: **Recruitment, Inquiry, Eligibility, Screening, Training, Matching, Support and Supervision, Recognition, Record-Keeping, Confidentiality, Transportation, Overnight and Out-of-Town Visits, Mandatory Reporting of Abuse or Neglect, Use of Alcohol, Drugs, Tobacco and Firearms, Unacceptable Behavior, Closure and Evaluation.**

Clear policies and procedures addressing these topics protect both children and mentors, and limit program liability.

Download this resource from:

http://www.nwrel.org/mentoring/policy_manual.html

-Volunteer Leadership Center
Northwest Regional Educational Laboratory

Below are a few websites that may be useful:

-AmeriCorps eNews – A monthly e-newsletter for AmeriCorps Members and friends of AmeriCorps.
www.americorps.org/enews/

-Corporation for National and Community Service – This site is full of resources relating to community service and volunteering.
www.nationalserviceresources.org

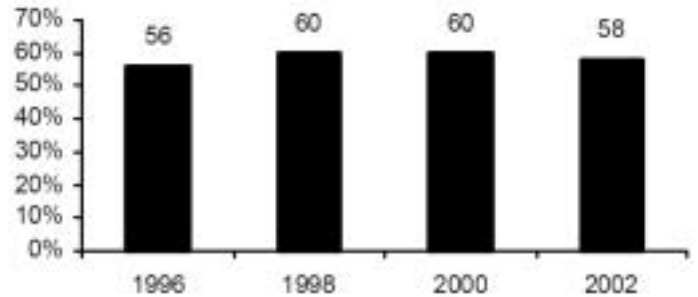
-FIRSTGOV.gov – On this site you will find agency specific nonprofit resources and fundraising and outreach information.
www.firstgov.gov/business/nonprofit.shtml

-SERVENet – The premier website for service and volunteering.
www.servenet.org



While there has been a slight decrease, the percentage of Kentuckians volunteering has remained relatively constant since 1994. It's still about 15% above the national average. "The Road Ahead, Uncertainty and Opportunity in a Changed World." From the Kentucky Long-Term Policy Research Center.

FIGURE 4
Percent of Kentuckians Who Volunteer for Community Activities



Source: Kentucky Long-Term Policy Research Center and UK Survey Research Center



FEMA's On-Line Disaster Discovery Game for Kids

The Federal Emergency Management Agency (FEMA) has a new, interactive Web-based board game for children. Disaster Discovery helps children learn about disaster preparedness and risk reduction. The game includes such features as Tornado Alley and Quake Country with players moving forward as they correctly answer questions (or backward if they land on "hazard.")

The game can be played online or downloaded to a school or home computer, or printed out. Disaster Discovery is located on the FEMA for Kids website, oriented to fourth through sixth graders. Visit www.fema.gov/kids/games/board.



A cowboy rode to an inn on Friday stayed two nights and left on Friday. How could that be?

A hole leading in, a hole leading out, we connect to a cavern that is slimy all throughout. What are we?

Answers:
1. His horse's name was Friday.
2. Your nose.

As many of you may already be aware, FIRST-LINK of the Bluegrass and United Way of the Bluegrass are joining forces to enhance service delivery in Central Kentucky. At the end of the year 2003, FIRST-LINK, which is currently a United Way agency, joined the United Way of the Bluegrass as a program of the organization. This arrangement is common for Information and Referral and Volunteer Center operations across the country.

As the clearinghouse for Information & Referral and Volunteer Services, FIRST-LINK serves Fayette, Scott and Madison counties. As a United Way of the Bluegrass program, we will serve a larger percentage of the population in Central Kentucky and better prepare for the advent of the mandated 2-1-1 Information & Referral Service (which United Way of the Bluegrass has the rights and ownership). Currently, 23% of the United States is covered by 2-1-1 and the goal is to have 50% coverage by 2005. The Federal Communications Commission assigned the abbreviated phone number 2-1-1 for the sole purpose of community information and referral on July 21, 2000.

Therefore, it is a natural progression of events that FIRST-LINK become part of the United Way of Bluegrass. Our services will not change, the phone number will remain the same and we will be able to expand on the programs already being offered such as the LOVE Award and the Human Race. We are adding www.volunteersolutions.org to our Volunteer Center capabilities and in addition, our Information and Referral Services will greatly improve as 2-1-1 progresses.

Some benefits of 2-1-1 include:

- 2-1-1 is an easy to remember telephone number that impacts communities by connecting people with important services and volunteer opportunities.
- 2-1-1 is an easy way to find or give help in our community.
- 2-1-1 strengthens our community by uniting the people in this area who want to help with those who need help.
- There are thousands of non-profit organizations in Central Kentucky plus scores of government agencies. People looking for assistance have trouble navigating a complicated web of health and human service programs. Likewise, people who want to give help often do not know where to begin, 2-1-1 can help.
- 2-1-1 is a useful planning tool. Based on aggregate data about the types of calls that the 2-1-1 Center receives, our community will be in a better position to anticipate demand for services and mobilize resources to meet changing needs.

Continued →

2-1-1 touches the lives of every person in the community, and whether you are in a situation where you need help or are able to give help, 2-1-1 is always there for you.

United Way of the Bluegrass Issues a Call for Nominations for the 20th Annual LOVE Awards

Lexington, KY- United Way of the Bluegrass will be accepting nominations for Central Kentucky's Outstanding Volunteer Recognition Program beginning January 19. Any agency or business that would like to recognize their outstanding volunteers through the LOVE Award, given at a luncheon at Keeneland on April 21, should go to the United Way of the Bluegrass site at www.uwbg.org for nomination rules and forms.



UNITED WAY
OF THE BLUEGRASS

The LOVE Award is given each April during National Volunteer Week. 2004 will mark the 20th anniversary of the award, which has promoted good works and volunteerism across Central Kentucky. First given in 1983 through the Volunteer Center of the Bluegrass, the LOVE Award was created to honor volunteers in each of three categories: Adult Individual, Youth Individual, and Group. Nominations are accepted from ten counties including Anderson, Bourbon, Clark, Fayette, Franklin, Jessamine, Madison, Montgomery, Scott and Woodford for significant, "hands-on", direct human service, rather than volunteers serving in official or policy-making positions.

This year will mark the return of cash prizes to the LOVE Awards! Each Adult and Group category winner's nonprofit agency where they volunteer will receive a \$1,000 donation while the Youth category winner will receive a \$500 donation to the nonprofit agency where they volunteer and a \$500 scholarship to the school of their choice.

Award nominations are accepted from January through February and are judged by an independent panel of community leaders who choose two finalists and a winner in each category. Past winners include Dia Davidson and Steve Collier from WLEX news; Virginia Bell, an Alzheimer's volunteer; and Nancy and Jim Fox, Bluegrass Community Action volunteers.

In addition, those wanting to venture out to Keeneland for a day of friends, fun and giving back to the community are welcomed to join United Way of the Bluegrass for United Way Day at Keeneland Wednesday, April 21. Discounted packages including reserved seating are available and groups are welcome to attend. Celebrate your volunteers, administrative assistants or distinguished clients at this special event.

Contact Sara Jefferies
Communications and Events Coordinator

Make a difference day 2003

"Make a Difference Day" made a difference for 101,818 individuals in Kentucky. As the result of the collaborative efforts of the Family and Youth Resource Centers, AmeriCorps programs, churches, schools, State Service Regions, and interested individuals, 833,455 ounces of beef stew were collected and disseminated to local agencies for distribution.



Making a difference in Lewis co.



Recently, seventh grade LCMS students were offered the opportunity to participate in a national day of volunteer service, Make A Difference Day.

The event was coordinated by AmeriCorps members Crystal Thayer and Amanda Slye, as well as seventh grade teacher Kathy Dowdy, and was held Saturday, October 25. The service project, endorsed and supported by County Judge-Executive Steve Applegate, was a beef stew drive to benefit residents in need in Lewis County.

Twelve students were placed at Foodland and Ron's FoodWorld in Vanceburg. Peggy Hester of Ron's commented, "these are the most well-behaved kids we've seen." AmeriCorps member Crystal Thayer's six-year old son Colton also volunteered his time to assist with the project.

The students worked earnestly at encouraging patrons to purchase and donate beef stew to the annual drive. Students also bagged groceries, stocked shelves, and assisted patrons with carryout to the parking lot. Some students even received a tip from patrons who felt the students were working for a great cause and were so courteous and well mannered.

Student volunteers included: Kayla Wilburn, Amber Clark, Rachel Thomas, Cortney Dunaway, Samantha Cornell, Kayla Polley, Alicia Miller, Jeramiah Johnson, Nick Russell, Dustin Cottingham, Zach Abrams and Alex McGlone. A total of 691 cans of beef stew, including a case donated by Ron's, was collected by students. The donated food was distributed to area food pantries to be utilized during the holidays.

Thank you students and thank you Lewis County for supporting such an important effort that benefits so many people.

Article from the
Lewis County Herald,
Tuesday, November 4, 2003





Making a Difference in Central Kentucky October 25, 2003

Make a Difference Day is an annual event, a day of neighbor helping neighbor, where citizens come together to volunteer in their communities. This year, residents and staff at Bluegrass Assessment Center in Lexington joined thousands of people across the country in this national service day by participating in several service projects.

On Friday, October 24th, Bluegrass Assessment Center partnered with Metro Group Home to restore Cardinal Park in Lexington. Together they spread mulch over the entire playground area and cleaned up trash and debris from the area. They also prepared chili and cookies for three local fire departments.

On Saturday, October 25th, they conducted a community car wash to raise funds for their Adopt-a-Dog program. The car wash was a success, raising over \$1,000 for the cause. Part of the proceeds will go to Morehead Youth Development Center for their work with the Menifee County Humane Society, which provides most of the dogs for the Adopt-a-Dog program. Bluegrass also donated 40 pairs of shoes to the Hope Center, a homeless shelter in Lexington.

Many local businesses participated in the projects, including Domino's Pizza and Boo-z Warehouse.

For more information on Make a Difference Day, log onto www.makeadifferenceday.com.



- Stephanie Reynolds
DJJ Promise Fellow

new ceo takes 'the pledge'

In his first full day as CEO of the Corporation for National and Community Service, David Eisner didn't just take the federal oath of office. He also took the AmeriCorps pledge. "I took the AmeriCorps pledge because it expresses our basic mission – helping people in need and strengthening our country," said Eisner. "It also is an excellent reminder of the importance of the lifelong ethic of service and citizenship. AmeriCorps is a tremendous program that not only improves lives and strengthens communities, but also helps members achieve their educational and career goals."

AmeriCorps Director Rosie Mauk administered the pledge to Eisner at an All-Staff Meeting held on December 16. After Eisner recited the final line of the pledge – which was changed to "I am the Corporation CEO, and I will get things done" – the audience, which included Eisner's wife and four young children, burst into applause. Eisner acknowledged the problems of the past year, but said a bright future lies ahead. "The Corporation and our grantees have had a difficult year, but it's a new day," he said. "We are moving ahead, confident in our mission, optimistic about our future, and committed to becoming even more effective and accountable as we strengthen volunteering and service across America. With an incredibly dedicated staff, an outstanding field, and a historic bipartisan display of grassroots, Congressional, and Presidential support, we are poised to engage more Americans in service to meet the needs of our neighborhoods and nation."

Following the All-Staff meeting, Eisner sent out a message to the national service field of grantees in which he stated that the Corporation had "arrived at this promising moment primarily because of you, your programs, and your outstanding members, volunteers, participants, and teachers, who are on the front lines tackling the big problems facing our nation." He said he was committed to improving the relationship between the Corporation and its grantees and pledged to do a better job communicating with grantees about the key issues that affect them. Working together, he said, "we can chart a path toward strengthening service in America."



-AmeriCorps eNews
Dec. – Jan. 2004



Think about it! 1: How does the guy who drives the snowplow get to work in the mornings? 2: Why isn't phonetic spelled the way it sounds? 3: Why is the alphabet in that order?

Funny Trivia: Why is it that doctors call what they do "practice"?



WHAT'S ON OUR CALENDAR?

January / February / March

January 19th	Martin Luther King's Birthday Observed
February 3rd	AASSP – Programmatic Compliance Review
February 4th	Getting Things Done for KY's Homeless – Programmatic Compliance Review
February 5th	KY READS – Programmatic Compliance Review
February 10th	Kentucky's PROMISECorps – Programmatic Compliance Review
February 11th	SSCC – Programmatic Compliance Review
February 12th	Senior Connections – Programmatic Compliance Review
February 14th	Valentine's Day
February 16th	President's Day
March 4th	Mid-Winter Training for AmeriCorps Members
March 17th	St. Patrick's Day
March 20th	Spring Begins
April TBA	Governor's Volunteer Awards Ceremony
April 17	Thunder Over Louisville

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Next issue

- Governor's Award Winners
- Highlights from the Awards Ceremony
- Promise Fellow News



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volunteerism and service

The cabinet for families and children

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The Commission's
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